

To better understand the experiences of students and instructors with the transition to remote instruction in response to COVID-19 in spring 2020, the university administered a survey during the last two weeks of classes.

In May and June of 2020, two ad hoc groups on campus reviewed the [survey results](#) with the goal of identifying recommendations to improve the student and instructor experience in fall 2020. The Student Academic Support group was comprised of 18 staff members, two faculty members and one student, and the Faculty Consultation Group was comprised of 45 faculty members.

The following summarizes the significant outcomes of the survey results and recommendations:

Technology and Resources

- Because of the survey data, Information Technology Services (ITS) received a \$25,000 donation to provide technology to students in need
- ITS expanded the Technology Loan Program and has ~200 laptops available for loan in the Fall 2020 semester
- Increased communication to students, advisors, and instructors about the necessary technology to support hybrid or fully online courses.

Teaching and Learning

- The Center for Teaching and Learning (CTL) developed training for instructors, including:
 - Engaging and Empowering Students
 - Creating Content
 - Gradebook
 - Grading and Feedback: Maximizing your time while being effective
 - Using Digital Tools (video, whiteboard, breakout sessions, etc.)
- The CTL developed several resources for course instructors, including:
 - Guides for Online & Hybrid Classes
 - Pedagogy Discussion & Support Group
 - Instructional Strategy Recommendation
 - Distance Learning Helpdesk Portal
- The Raynor Memorial Libraries and the CTL developed syllabus templates for online/blended courses and recommended COVID-19 statements to the syllabus.
- The university promoted the use of D2L, particularly the use of D2L gradebook, through custom college and department presentations and CTL training:
 - Grading and Feedback: Maximizing your time while being effective

Instruction Mode

- The survey indicated a student preference for synchronous online learning where students and instructors interact in real-time. As fall class modalities were adjusted for social distancing, synchronous online learning was emphasized.